Gmail **Wang Fei <feiw17568@gmail.com>**

Re: Your recent question for Stripe about Connect

Stripe Support <support@stripe.com> Mon, Jun 16, 2025 at 8:06 AM
To: "feiw17568@gmail.com" <feiw17568@gmail.com>

Hi Connie

I'm sorry to hear the business wasn't able to process a refund. The best and quickest way for you to receive your funds back is to get in touch with your bank and file a dispute against the business. By doing so, we can ensure that your funds will be returned in a quick and safe manner.

The following document might offer you some insightful information about the dispute process:

https://support.stripe.com/questions/disputing-a-purchase-made-through-stripe

Stripe is an online payment processing platform that allows businesses worldwide to accept payments over the internet. This why the only one that has the ability to issue a refund is the merchant. That being said, the best way to take action is by getting in touch with the business directly.

On the other hand, my specialized team is now reviewing the merchant's account. Depending on this and many other indicators, they'll check if this account should continue working with Stripe.

I hope that the information above was insightful.

Please don’t hesitate to get in touch with me if you have any other questions or concerns. I look forward to hearing back from you.

Kind regards,
Nathan
[Quoted text hidden]